Social Services Client Application
Information Sheet

Overview

The Social Services Client application is a revision of an existing Admins-based information tracking system initially designed for Neighborhood Services. The new application continues to meet an immediate business need of the Neighborhood Services division to track client information. It also begins to address a broader need of the Social Services Department to track program use on a wider scale with statistical information. Among other uses, this information is useful for grant purposes. The application allows authorized staff to access individual client information as well as aggregate data.

The Client application represents a growing, cross-departmental need to manage information about people. As Enfield's municipal departments increasingly adopt a customer service orientation, many are finding similar needs for information management. Development of the Client application has provided a secondary benefit to the Town and could act as a prototype of this kind of system.

The IT Department has developed a web reporting interface to allow authorized users access to reports. Web reporting access is controlled based on user account credentials.
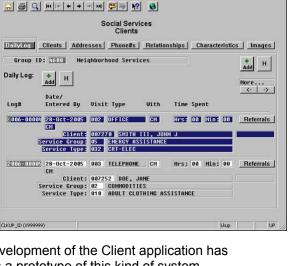
Highlights

- Tracks client information and services the client receives
- Access control based on login credentials secures information, making it available only to authorized staff. This is consistent with HIPAA requirements.
- Provides entry of additional information used to generate various forms
- Uses a data design to allow increased flexibility to describe relationships among participants. Individuals may have unlimited relationships to others in the system, as guardians, dependents, clients, relatives, vendors, and more.
- Tracks additional demographic information
- Expanded use of auto-format, shortcuts, and codes to facilitate and simplify use
- Daily log screen for staff to track interactions with clients
- Web reporting for authorized users

Interaction with Other Systems

- The Neighborhood Services Client application will interact with the Social Services system as it is developed.

Project Details

- Project #: 04-32
- Finalization/Delivery Date: September 20, 2005